

UNITED STATES BANKRUPTCY COURT MIDDLE DISTRICT OF NORTH CAROLINA

REQUESTS FOR CASE INFORMATION

The Bankruptcy Court for the Middle District of North Carolina has two Clerks offices available to serve the public. The headquarters office is located at 101 South Edgeworth Street, Greensboro, NC (336-333-5647) and the divisional office is located at 226 South Liberty Street, Winston-Salem, NC (336-631-5340).

There are several different means of obtaining case information from the Bankruptcy Court:

- 1) **VCIS** The Voice Case Information System (VCIS) allows a caller to access basic case information (by case name or number) from any touch-tone telephone at any time by dialing (336) 333-5532 or toll free at (888) 319-0455. There is no fee charged with this service except normal telephone costs incurred for making any call, including long distance charges. The information that can be obtained from VCIS includes the case number, case name, date case was filed, type of case, trustee, debtor's attorney, discharge date, closing date. [Cases available on VCIS are those that were filed on or after July 17, 1989, which are referred to as "BANCAP" cases.]
- 2) **PACER** The PACER system allows computer access to not only basic case information but also to recent docketing entries, case reports, claims registers, current Bankruptcy Court hearing calendars and creditors meeting calendars. This system, like VCIS, is available at any time. Information on registering for this service and the fees charged may be obtained from the Clerks Office by calling (336) 333-5647 (Greensboro) or (336) 631-5340 (Winston-Salem). [All information described above is available on PACER for BANCAP cases; only Bankruptcy Court hearing calendar information is available on PACER for cases filed prior to July 17, 1989.]

PACER may be accessed from within Greensboro at 333-5389 or toll free from outside of Greensboro at (800) 417-3571.
- 3) **INTERNET SITE** Much of the information mentioned in this section is now also available on the Court's web page, www.ncmb.uscourts.gov. The site may be accessed through your own internet service provider or by using the public computer terminals, which are located in the Greensboro and Winston-Salem Bankruptcy Clerks Offices. The Clerks Office terminals may be used at no cost during normal office operating hours (8:00 a.m. -

5:00 p.m., Monday through Friday).

- 4) **RACER** RACER provides access to images of case documents via the internet site. Documents docketed on or after January 4, 1999 in all cases and adversary proceedings have been scanned into the imaging system and are available for viewing. Claims docketed after the above date in Chapter 11 cases and Chapter 7 asset cases are also available for viewing.
- 4) **CLERKS OFFICE PERSONNEL** Case information for cases that were filed **prior** to July 17, 1989 (i.e., "PRE-BANCAP" cases) must be obtained by telephone, mail, or a visit to the court.

If you are unable to obtain information from VCIS, PACER, or the public terminals, you may obtain the following information (for any case filed in this federal judicial district) from the Clerks Office staff **without charge**: case name, case number, debtor's social security number, petition filing date, chapter of case, trustee, attorney for debtor, discharge date (if entered) and case closing date (if closed). You may contact the Clerks Office staff with this request either by telephone, mail or a visit to the Clerks Office.

Other case information may be obtained from the Clerks Office upon written request and payment of \$15 for each item searched. For example, a request to determine whether a specific document was filed should be made in writing and accompanied by a \$15 search fee.

- 5) **COPY OF DOCUMENT/PLEADING** If you can specifically identify the document/pleading that you wish to have a copy of, you may request this either in writing or in person (telephone requests cannot be accepted), and the cost to you will be fifty cents per page copied. A search fee in addition to the copy costs will be imposed if the written request does not contain a clear reference to the document requested.
- 6) **PROCEDURAL INFORMATION** The Clerks Office personnel will furnish general procedural information, but pursuant to 28 U.S.C. Section 955, the Clerks Office is **PROHIBITED FROM GIVING LEGAL ADVICE**.